

CLAIMS:

1. (Currently amended) A method for communicating performance information, said method comprising:

configuring a plurality of probes to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction, and wherein the transaction is a sequence of the plurality of transaction steps;

collecting data, for the plurality of transaction steps, from the plurality of probes, including at least one local probe deployed at the server computing device and at least one remote probe deployed at the client computing device, wherein the collected data for each transaction step is data that is a measurement of a performance of the transaction step of the script executed by at least one probe of the plurality of probes; and

reporting said data, wherein reporting said data comprises:

generating ~~a report~~ a first report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, and wherein each entry has associated performance data collected, for a corresponding transaction step, by ~~one or more of~~ the at least one local probe [[or]]; and

generating a second report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, and wherein each entry has associated performance data collected, for a corresponding transaction step, by the at least one remote probe;

comparing data reported in the first report to data reported in the second report, wherein the first report and the second report are of same report format to facilitate the comparing; and

identifying a contribution of at least one network to performance of the transaction steps of the script based on the comparing.

2. (Canceled)

3. (Previously presented) The method of Claim 1, wherein said reporting further comprises outputting a plurality of items chosen from two or more of:
- response time data;
 - availability data;
 - probe location;
 - Internet service provider information;
 - time of script execution;
 - threshold values;
 - service level agreement violations; and
 - error messages.
4. (Original) The method of Claim 1:
- further comprising comparing said data with at least one threshold value derived from a service level agreement; and
 - wherein said reporting further comprises reporting results of said comparing.
5. (Currently amended) The method of Claim 1, further comprising providing an alert ~~when~~ in response to said data ~~indicates~~ indicating an error.
6. (Original) The method of Claim 5, wherein said error is a measured response time value greater than a corresponding threshold value.
7. (Original) The method of Claim 5, wherein said alert is provided via a system management computer.
8. (Currently amended) The method of Claim 5, further comprising providing a clearing message ~~when~~ in response to said error no longer ~~[[is]]~~ being detected.
9. (Original) The method of Claim 1, wherein said reporting further comprises outputting in a special mode any measured response time value that is greater than the corresponding threshold value.

10. (Original) The method of Claim 9, wherein said outputting in a special mode further comprises outputting in a special color.
11. (Canceled)
12. (Original) The method of Claim 1, wherein said reporting further comprises outputting in a special mode an indication of an application's lack of availability.
13. (Original) The method of Claim 12, wherein said outputting in a special mode further comprises outputting in a special color.
14. (Canceled)
15. (Previously presented) The method of Claim 1, wherein said reporting further comprises reporting results of each execution of the script by said plurality of probes.
16. (Currently amended) A method for communicating performance information, said method comprising:
 - configuring at least one probe to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction, and wherein the transaction is a sequence of the plurality of transaction steps;
 - receiving data, for the plurality of transaction steps, from the at least one probe, wherein the received data for each transaction step is data that is a measurement of a performance of the transaction step of the script executed by the at least one probe;
 - comparing said data with at least one threshold value derived from a service level agreement; and
 - reporting results of said comparing, wherein the reported results comprise a plurality of transaction step entries, one entry for each transaction step of the script, and

wherein each entry has associated performance data collected, for a corresponding transaction step, from the at least one probe, wherein said receiving, said comparing, and said reporting are performed for a plurality of probes, including at least one local probe deployed at the server computing device and at least one remote probe deployed at the client computing device, and wherein the method further comprises:

generating a first report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, and wherein each entry has associated performance data collected, for a corresponding transaction step, by the at least one local probe; and

generating a second report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, and wherein each entry has associated performance data collected, for a corresponding transaction step, by the at least one remote probe;

comparing data reported in the first report to data reported in the second report, wherein the first report and the second report are of a same report format to facilitate the comparing; and

identifying a contribution of at least one network to performance of the transaction steps of the script based on the comparing.

17-18. (Canceled)

19. (Currently amended) The method of Claim 16, further comprising providing an alert ~~when~~ in response to said data ~~indicates~~ indicating an error.

20. (Original) The method of Claim 19, wherein said error is a measured response time value greater than the corresponding threshold value.

21. (Original) The method of Claim 19, wherein said alert is provided via a system management computer.

22. (Currently Amended) The method of Claim 19, further comprising providing a

clearing message ~~when~~ in response to said error no longer ~~[[is]]~~ being detected.

23. (Original) The method of Claim 16, wherein said reporting further comprises outputting in a special mode any measured response time value that is greater than the corresponding threshold value.

24. (Original) The method of Claim 23, wherein said outputting in a special mode further comprises outputting in a special color.

25. (Canceled)

26. (Currently amended) A method for communicating performance information, said method comprising:

configuring a plurality of probes to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction, and wherein the transaction is a sequence of the plurality of transaction steps;

receiving data, for the plurality of transaction steps, from at least one probe, wherein the received data for each data transaction step is data that is a measurement of a performance of the transaction step of the script executed by the plurality of probes;

comparing said received data with at least one threshold value derived from a service level agreement;

reporting said received data, wherein reporting said received data comprises generating a report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, and wherein each entry has associated performance data collected, for a corresponding transaction step, from one or more of the at least one local probe or the at least one remote probe; and

outputting in a special mode any measured response time value that is greater than the corresponding threshold value, wherein said receiving, said comparing, said reporting, and said outputting are performed for a plurality of probes, including at least

one local probe deployed at the server computing device and at least one remote probe deployed at the client computing device, and wherein the method further comprises:

generating a first report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, and wherein each entry has associated performance data collected, for a corresponding transaction step, by the at least one local probe; and

generating a second report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, and wherein each entry has associated performance data collected, for a corresponding transaction step, by the at least one remote probe;

comparing data reported in the first report to data reported in the second report, wherein the first report and the second report are of a same report format to facilitate the comparing; and

identifying a contribution of at least one network to performance of the transaction steps of the script based on the comparing.

27. (Original) The method of Claim 26, wherein said outputting in a special mode further comprises outputting in a special color.

28-29. (Canceled)

30. (Currently amended) A system for communicating performance information, said system comprising:

a plurality of probe computers configured to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction, and wherein the transaction is a sequence of the plurality of transaction steps;

one or more database storage devices that collect data, for the plurality of transaction steps, from the plurality of probes, including at least one local probe deployed at the server computing device and at least one remote probe deployed at the client computing device, and wherein the ~~collected~~ data collected for each transaction step is

~~data that~~ is a measurement of a performance of the transaction step of the script executed by the plurality of probes; and

a report generator that reports said data, wherein reporting said data comprises:

generating ~~a report~~ a first report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, and wherein each entry has associated performance data collected, for a corresponding transaction step, from ~~one or more of~~ the at least one local probe ~~[[or]]~~; and

generating a second report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, and wherein each entry has associated performance data collected, for a corresponding transaction step, by the at least one remote probe;

comparing data reported in the first report to data reported in the second report, wherein the first report and the second report are of a same report format to facilitate the comparing; and

identifying a contribution of at least one network to performance of the transaction steps of the script based on the comparing.

31. (Canceled)

32. (Previously presented) The system of Claim 30, wherein the report generator outputs a plurality of items chosen from two or more of:

response time data;

availability data;

probe location;

Internet service provider information;

time of script execution;

threshold values;

service level agreement violations; and

error messages.

33. (Previously presented) The system of Claim 30, wherein the report generator

compares said data with at least one threshold value derived from a service level agreement and reports results of said comparing.

34. (Currently amended) The system of Claim 30, wherein the report generator provides an alert ~~when~~ in response to said data ~~indicates~~ indicating an error.

35. (Original) The system of Claim 34, wherein said error is a measured response time value greater than a corresponding threshold value.

36. (Original) The system of Claim 34, wherein said alert is provided via a system management computer.

37. (Currently amended) The system of Claim 34, wherein the probes provide a clearing message ~~when~~ in response to said error no longer ~~[[is]]~~ being detected.

38. (Currently amended) The system of Claim 30, wherein the report generator outputs, in a special mode, any measured response time value that is greater than ~~[[the]]~~ a corresponding threshold value.

39. (Previously presented) The system of Claim 38, wherein the report generator outputs in a special mode by outputting in a special color.

40. (Canceled)

41. (Previously presented) The system of Claim 30, wherein the report generator outputs in a special mode an indication of an application's lack of availability.

42. (Previously presented) The system of Claim 41, wherein the report generator outputs in a special mode by outputting in a special color.

43. (Canceled)

44. (Previously presented) The system of Claim 30, wherein the report generator reports results of each execution of the script by said plurality of probes.

45. (Currently amended) An apparatus for communicating performance information, the apparatus comprising:

- a computer usable medium;

- first program instructions to configure a plurality of probes to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction, and wherein the transaction is a sequence of the plurality of transaction steps;

- second program instructions to collect data, for the plurality of transaction steps, from the plurality of probes, including at least one local probe deployed at the server computing device and at least one remote probe deployed at the client computing device, wherein the ~~collected~~ data collected for each transaction step ~~is data that~~ is a measurement of a performance of the transaction step of the script executed by at least one probe of the plurality of probes; and

- third program instructions to report said data, wherein reporting said data comprises:

 - generating ~~a report~~ a first report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, and wherein each entry has associated performance data collected, for a corresponding transaction step, by ~~one or more of the~~ at least one local probe ~~[[or]]~~; and

 - generating a second report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, and wherein each entry has associated performance data collected, for a corresponding transaction step, by the at least one remote probe;

 - comparing data reported in the first report to data reported in the second report, wherein the first report and the second report are of a same report format to facilitate the comparing; and

identifying a contribution of at least one network to performance of the transaction steps of the script based on the comparing, wherein the first, second, and third program instructions are stored on the computer usable medium.

46. (Canceled)

47. (Currently amended) The ~~computer program product~~ apparatus of Claim 45, ~~wherein~~ further comprising fourth program instructions to output a plurality of items chosen from:

response time data;

availability data;

probe location;

Internet service provider information;

time of script execution;

threshold values;

service level agreement violations; and

error messages, wherein the fourth program instructions are stored on the computer ~~readable-storage~~ usable medium.

48. (Currently amended) The ~~computer program product~~ apparatus of Claim 45, further comprising:

fourth program instructions to compare said data with at least one threshold value derived from a service level agreement and fifth program instructions to report results of said comparing said data with said at least one threshold value, wherein the fourth and fifth program instructions are stored on the computer ~~readable-storage~~ usable medium.

49. (Currently amended) The ~~computer program product~~ apparatus of Claim 45, further comprising fourth program instructions to provide an alert ~~when~~ in response to said data ~~indicates~~ indicating an error, wherein the fourth program instructions are stored on the computer ~~readable-storage~~ usable medium.

50. (Currently amended) The ~~computer program product~~ apparatus of Claim 49, wherein said error is a measured response time value greater than a corresponding threshold value.
51. (Currently amended) The ~~computer program product~~ apparatus of Claim 49, wherein said alert is provided via a system management computer.
52. (Currently amended) The ~~computer program product~~ apparatus of Claim 49, further comprising fifth program instructions to provide a clearing message ~~when~~ in response to said error no longer is being detected, wherein the fifth program instructions are stored on the computer ~~readable storage~~ usable medium.
53. (Currently amended) The ~~computer program product~~ apparatus of Claim 45, further comprising fourth program instructions to output in a special mode any measured response time value that is greater than ~~[[the]]~~ a corresponding threshold value, wherein the fourth program instructions are stored on the computer ~~readable storage~~ usable medium.
54. (Currently amended) The ~~computer program product~~ apparatus of Claim 53, further comprising fifth program instructions to output in a special mode by outputting in a special color, wherein the fifth program instructions are stored on the computer ~~readable storage~~ usable medium.
55. (Canceled)
56. (Currently amended) The ~~computer program product~~ apparatus of Claim 45, further comprising fourth program instructions to output in a special mode an indication of an application's lack of availability, wherein the fourth program instructions are stored on the computer ~~readable storage~~ usable medium.
57. (Currently amended) The ~~computer program product~~ apparatus of Claim 56,

further comprising fifth program instructions to output in a special mode by outputting in a special color, wherein the fifth program instructions are stored on the computer ~~readable storage~~ usable medium.

58. (Canceled)

59. (Currently amended) The ~~computer program product~~ apparatus of Claim 45, further comprising fourth program instructions to report results of each execution of the script by said plurality of probes, wherein the fourth program instructions are stored on the computer ~~readable storage~~ usable medium.

60. (Currently amended) The method of claim 15, further comprising:
~~outputting- formatting the first report and the second report to a user, wherein the output of the report comprises to comprise~~ a table having at least one row for each execution of the script and columns ordered according to an order of the transaction steps in the script; and
outputting the first report and second report to a user.

61. (Currently amended) The method of claim 16, further comprising:
~~outputting the reported results to a user, wherein the output of formatting the first report and the second report comprises to comprise~~ a table having at least one row for each execution of the script and columns ordered according to an order of the transaction steps in the script; and
outputting the first report and second report to a user.

62. (Currently amended) The method of claim 26, further comprising:
~~outputting- formatting the first report and the second report to a user, wherein the output of the report comprises to comprise~~ a table having at least one row for each execution of the script and columns ordered according to an order of the transaction steps in the script; and
outputting the first report and the second report to a user.

63. (Currently amended) The system of claim 44, further comprising:
means for ~~outputting~~ formatting the first report and the second report to a user,
~~wherein the output of the report comprises to comprise~~ a table having at least one row for
each execution of the script and columns ordered according to an order of the transaction
steps in the script; and

means for outputting the first report and second report to a user.

64. (Currently amended) The ~~computer program product~~ apparatus of claim 59,
further comprising fifth program instructions to ~~output the report to a user, wherein the~~
~~output of~~ format the first report and the second report comprises to comprise a table
having at least one row for each execution of the script and columns ordered according to
an order of the transaction steps in the script; and

sixth program instructions to output the first report and the second report to a
user, and wherein the fifth and sixth program instructions are stored on the computer
~~readable storage~~ usable medium.